

STATE OF TENNESSEE, DEPARTMENT OF HUMAN SERVICES

Agency Chief Information Officer

The Department of Human Services is currently seeking experienced candidates for the Agency Chief Information Officer (Agency CIO) position. This is an Executive Service position and is located in downtown Nashville.

This position is the CIO in the IT Section of the Division of Finance and Administration, Tennessee Department of Human Services (TDHS). This position directs all IT activities for the TDHS, which is one of the largest departments in Tennessee State Government. TDHS IT organization has more than 130 employees statewide with roles in IT programs and operations. The Agency CIO is supervised by the TDHS Chief Officer of Business Solutions and works closely with the Chief Officer to implement department strategic goals. The Agency CIO is responsible for professional IT work of unusual difficulty and managerial and supervisory work of considerable difficulty.

The Agency CIO's duties and responsibilities include, but are not limited to the following:

- a) Coordinates the major functional areas of IT to support the accomplishment of the TDHS Mission and Strategic and Operational Goals including:
 - i) Information Management (Data Warehouse, Data Administration, Database Administration, Report Development Promulgation, Business Intelligence)
 - ii) IT Governance, Planning and Continuous Improvement (IT Business Administration, Information Systems Planning, IT Financial Management, IT Supplier Management, Federal Advance Planning Document Updates, Service Level Management, IT Continuous Service Improvement)
 - iii) IT Customer Service (Operation of the IT Customer Care Center, Regional IT Customer Care Representatives, IT Knowledge Management, Access Management, Customer Request Fulfillment, Problem Management, Event Management)
 - iv) IT Operations and Maintenance (Production Control, Availability Management, Technical Management, Capacity Management, Service Continuity Management, Enterprise Services Monitoring and Support, Management Systems Support)
 - v) Innovation and Solutions Development (Solution Definition, Solution Architecture, Solution Engineering, Solution Build & Test – Unit Test, Solution Validation & Testing – System & User Acceptance Testing, Application Management, Incident Management, Research & Development Planning)
 - vi) Project Management (Service Portfolio Management, Release Management, Risk Management, Service Asset & Configuration Management, Quality Assurance, Project Support for TDHS Lines of Businesses – Family Assistance, Child Support, Rehabilitation Services, Office of General Counsel, Inspector General, Community Services, Child Care Services, Office of Learning and Professional Development)
- b) Directs / Provides Executive Leadership for cross-functional programs to include:
 - i) The Security Oversight Team
 - ii) The TDHS Enterprise Architecture Framework Program

- iii) The Information Technology Infrastructure Library (ITIL) IT Service Management Framework Program
- iv) The Capability Maturity Model Integrated (CMMI) Process Improvement Framework Program
- v) The Information Technology Professional Training and Certification Program
 - (1) Executive Level Liaison / Support to include: TDHS Executive and Principal Staff (Commissioner, Deputy Commissioners, Assistant Commissioners, General Counsel, Communications, Facilities, Human Resources, Risk Management, Customer Focused Government, Administrative Review) and other State IT-Agencies
- c) Directs / Provides Executive Leadership for service and support a numerous disparate internal applications including:
 - i) Legacy, mainframe based systems
 - ii) Distributed systems in Java, using Oracle databases
 - iii) Distributed systems in C#, using SQL Server databases

Education and Experience: A Bachelor's degree and six years of professional level experience in information technology. Four of the six years must include managerial responsibilities. Experience in the health and social services sector preferred.

How to Apply: Resumes can be emailed to HR.DHS@tn.gov and must be received on or before February 21, 2017.